

1. (Amended Once) A diagnostic tool for classifying an individual based on work pattern data of the individual, comprising:

a plurality of work pattern groups, each work pattern group having a plurality of predefined characteristics, wherein the work pattern groups are configured to be based on how the individual collects, stores, manages, or shares knowledge rather than the position, role, or status of the individual;

an interface for inputting work pattern data associated with the individual; and

a diagnostic engine for correlating the work pattern data with the predefined characteristics and classifying the individual as a member of at least one of the plurality of work pattern groups based on the correlation.

9. (Amended Once) A system for prescribing a knowledge management solution for an individual in a work environment, comprising:

a diagnostic tool;

an interface coupled to the diagnostic tool for inputting work pattern data associated with the individual;

a plurality of work pattern groups configured to be based on how the individual collects, stores, manages, or shares knowledge rather than the position, role, or status of the individual; and

a prescription tool;

wherein the diagnostic tool correlates the work pattern data with the work pattern groups, defines a personal profile for the individual based on the correlation and the prescription tool recommends a knowledge management solution for the individual based on the personal profile.

22. (Amended Once) A method of classifying an individual based on work pattern data associated with the individual, the method comprising:

defining a plurality of work pattern groups, each work pattern group being associated with a work pattern characteristic and based on how the individual collects, stores, manages, or shares knowledge rather than the position, role, or status of the individual;

measuring a first work pattern data of the individual representative of a degree of interaction between the individual and other individuals in the work environment;

measuring a second work pattern data of the individual representative of a degree of focus associated with work performed by the individual in the work environment;

measuring a third work pattern data of the individual representative of a degree of protocol governing the work performed by the individual in the work environment;

correlating the first, second, and third work pattern data of the individual with the work pattern characteristics of the plurality of work pattern groups; and

classifying the individual as a member of at least one of the work pattern groups based on the correlation.

27. (Amended Once) A method of classifying an individual as a member of at least one of a plurality of work pattern groups based on how the individual collects, stores, manages, or shares knowledge rather than the position, role, or status of the individual, the work pattern groups including a first group, a second group, a third group, a fourth group, a fifth group, and a sixth group, the method comprising:

measuring a work characteristic of the individual associated with performance of the individual's work; and

identifying the individual as a member of at least one of the plurality of work pattern groups based on the measured work characteristic;

wherein work characteristics associated with the first group include a tight work focus, highly protocolled work processes, and a low degree of interaction with other individuals in the work environment;

wherein work characteristics associated with the second group include a contextual work focus, moderately protocolled work processes, and a moderate degree of interaction with other individuals in the work environment;

wherein work characteristics associated with the third group include a wide work focus, logistics-oriented work processes, and a high degree of interaction with other individuals in the work environment;

wherein work characteristics associated with the fourth group include a wide work focus, highly variable work processes, and a high degree of interaction with other individuals in the work environment;

wherein work characteristics associated with the fifth group include a contextual work focus, moderately variable work processes, and a moderate degree of interaction with other individuals in the work environment;

wherein work characteristics associated with the sixth group include a tight work focus, well-defined work processes, and a low degree of interaction with other individuals in the work environment.

28. (Amended Once) A method for prescribing a knowledge management solution for an individual in a work environment, comprising:

- defining a plurality of work pattern groups and a plurality of work pattern characteristics associated with each work pattern group, wherein the work pattern groups are configured to be based on how the individual collects, stores, manages, or shares knowledge rather than the position, role, or status of the individual;
- collecting work pattern data associated with the individual;
- correlating the work pattern data with the plurality of work pattern characteristics associated with the plurality of work pattern groups;
- classifying the individual as a member of at least one of the work pattern groups based on the correlation;
- defining a personal profile for the individual, the personal profile including the classification of the individual; and
- recommending a knowledge management solution for the individual based on the defined personal profile.